

# Town of Egremont

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## Position Description

**Position:** Police Department Administrative Assistant

**Position Purpose:**

The purposes of this position are to greet the public in person or over the telephone, provide assistance to or otherwise refer all people who seek police services to the appropriate individual. Provides contact information as appropriate. Assists the Chief of Police in performing his/her clerical responsibilities, and provides clerical support to other police officers as assigned. The Police Department Office Clerk is responsible for maintaining and improving upon the efficiency and effectiveness of all services and areas under his/her direction and control.

**Supervision:**

*Supervision Scope:* Performs clerical administrative work such as establishing and maintaining regular hard copy and electronic filing systems, as well as specialized categories of data bases or lists.

*Supervision Received:* Works under the general and specific direction of the Chief of Police. Receives instructions from and works cooperatively with Police Department staff.

*Supervision Given:* None

**Job Environment:**

Work is performed under typical office conditions. Work environment is moderately busy with regular interruptions during the day from the general public, police radio, telephone, and sometimes must deal with citizens' issues and problems. Requires the operation of telephones, radios, computers, printer/scanners, copiers, facsimile machines, and other standard office equipment.

Has frequent contact with the general public, town employees, members of the Select Board, other board and committee members and contractors. Communication is frequently in person or by telephone, but may also be by fax, email and standard as well as confidential document copies.

**Essential Job Functions:**

- Greets and assists persons coming to the office and responds appropriately to inquiries.
- Answers incoming telephone calls, appropriately provides information with which s/he is familiar and directs or forwards calls to other appropriate individuals and/or voice mail using courteous telephone procedures. May be required to interact with state officials, other municipalities' representatives and the news media.
- Prepares weekly police payroll for approval by the Chief of Police
- Provides clerical assistance to all Town police officers and performs special projects as assigned by the Chief of Police.

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- Develops and maintains hard copy and electronic filing systems and files items so that all records under her/his care are in a current and orderly condition.
- Performs similar or related work as needed for other Town offices or as the situation dictates.

*The functions and duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

## **Errors and Omissions:**

Errors could result in service delays and the costs for rework. Confidentiality issues could have legal ramifications.

## **Physical and Mental Effort:**

The work is primarily of a clerical nature (greater mental effort than physical) but requires a variety of physical capabilities. While performing the duties of this job, the employee is frequently required to sit and move from a sitting position to a standing position and talk or listen. Is frequently required to use their hands and fingers for computer and paper work, occasionally required to walk, or feel objects, tools, or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close and distance vision and the ability to adjust focus. This position requires the ability to efficiently operate a keyboard. The employee must be able to hear normal sounds, distinguish sound as voice patterns and communicate through human speech using good American English. Must be able to accomplish multiple tasks simultaneously from time to time.

## **Minimum Required Qualifications:**

### Education Training and Experience:

Must have a High School Diploma or GED with 4 years of responsible clerical experience.

Special Requirements: In depth knowledge of business office practices. Ability to work with differing personalities and exhibit a high level of honesty and integrity, especially when dealing with sensitive or confidential matters.

## **Knowledge, Ability and Skill:**

*Knowledge:* Must have a thorough knowledge of office practices and procedures and a thorough knowledge of business English, grammar, spelling, and arithmetic. Must have a general knowledge of municipal police operations, a strong knowledge of word processing, spreadsheets, bookkeeping applications and how to use a personal computer or other office equipment.

*Ability:* Must possess the ability to maintain accurate records and to deal appropriately with employees and the general public. Ability to establish and maintain effective working

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relationships with municipal officials, police officers, and the public. Ability to make simple computations and tabulations using a calculator with accuracy and moderate speed. An ability to communicate effectively verbally and in writing as well as the ability to learn assigned tasks readily. Efficiently and effectively completes assigned work and takes the initiative to help others with office work when his/her assigned tasks are completed.

*Skill:* Strong verbal communication skills as well as skill in using selected personal computer applications and in backing up her/his assigned system. Must possess a demonstrated skill in typing as well as skilled in performing all related office tasks in a timely and accurate manner.

*This job description does not constitute an employment agreement between the Town of Egremont and the employee. It is used as a guide for personnel actions and is subject to change by the Town of Egremont as required.*

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

Current pay rate \$17.81

19 hours per week

Unbenefited